The next generation 1080p HD team collaboration solution.

The TANDBERG Profile brings colleagues face to face at the touch of a button through a user-friendly interface.

Easily share presentations and multimedia to spark ideas and generate better discussions.

User Guide
TANDBERG Profile

www.tandberg.com

Profile 42

Profile 52

Profile 52 Dual

What's in this user guide?

Getting started

Waking up the system 4
The TRC5 remote control 5
Navigating in the menus 7
If there is no menu shown... 7
Entering text in text fields 8
What happens when you press a number key? 8
Using the number keys in text fields 8
Special characters 8
Screen layout 9
Tip: Adding wallpaper to your screen 9
Setting the ring tone volume 10
Selecting ring tone 10
Choosing image source—camera or PC 11
Setting Autoanswer to On or Off 12
Setting the Default bitrate 12
Language settings 13
System information 13
Setting date and time manually 14
Setting date and time automatically 14
Entering the Administrator settings 15
Restarting the system 15

Making calls

Making calls by dialing the number 17
When someone is calling 17
Terminating an ongoing call 17
Making calls using phone book 18
Method 1 18
Method 2 18
Making calls using the recent calls list 19
The icons used 19

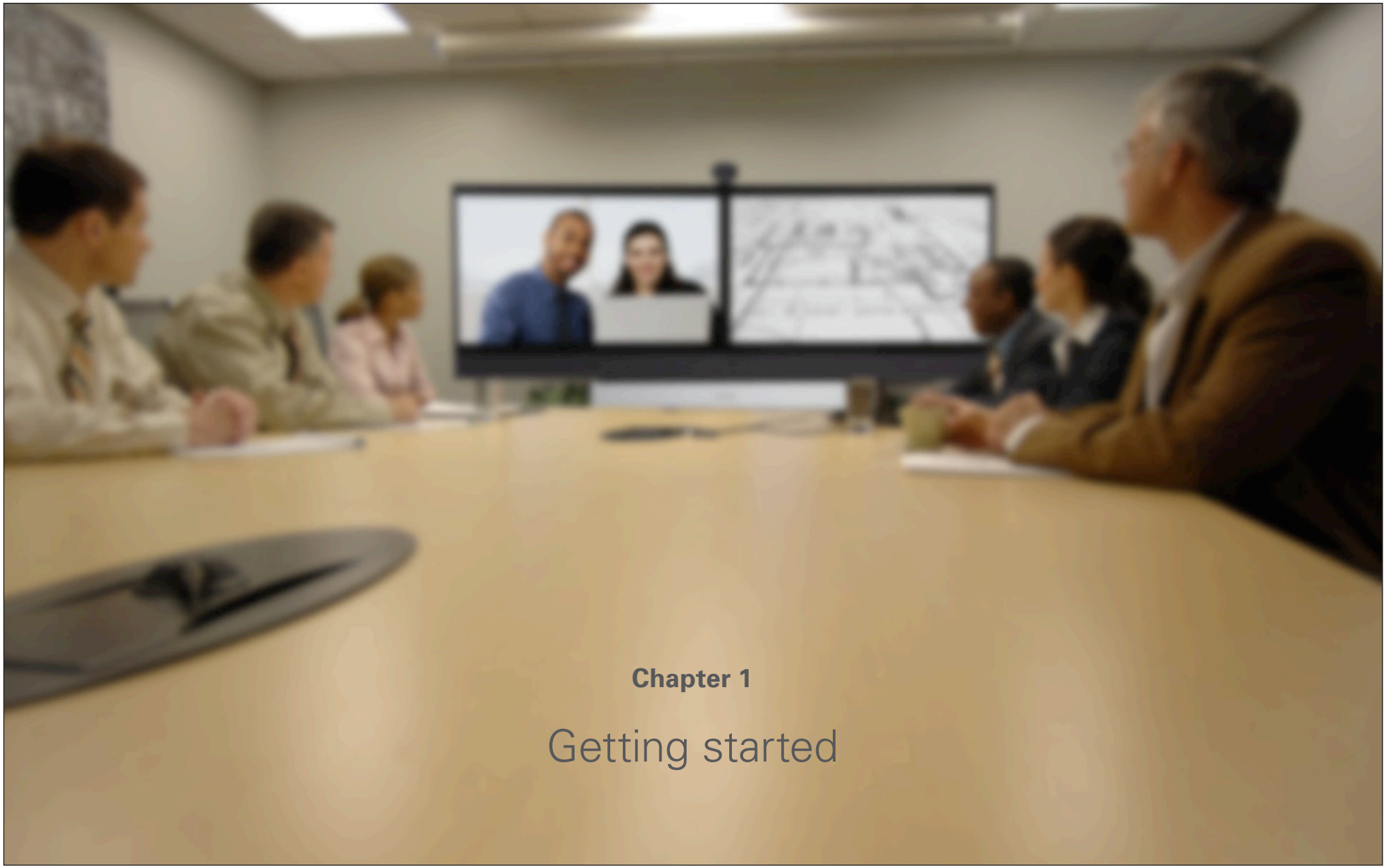
Phone book usage

Basic phone book features 21
Navigating in the phone book 21
Calling an entry in the phone book 21
Opening the phone book: 21
Searching in the phone book 22
Entering text in the search field 22
Quick search by letters 22
Adding new contacts to the phone book 23
Adding an entry from recent calls or the phone book 23
Adding an entry manually to My contacts 23
Editing existing entries in the phone book 24
Editing entries in the phone book 24

In-call features

BestView—Face recognition 26
Using Best view 26
Where to find it 26
Running a presentation 27

Contact information



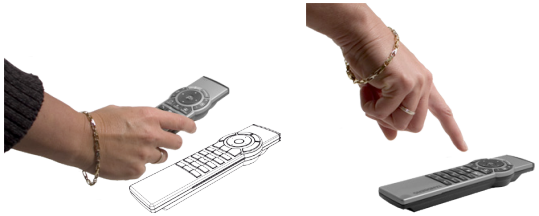
Chapter 1

Getting started

Waking up the system

To make a call you need to wake up the system from standby. However, if someone calls you, the system will wake up by itself.

- To wake up the system just pick up the remote control or press any key. You may have to point the remote control towards the system to make it discover you.



- The system will now show the welcome screen, which contains the main menu and it will display the main camera image in the background.
- The IP number (whenever applicable) and the system name are displayed in the upper left corner.
- The IP number is the dial-in number of your system.
- The screen will also indicate if there are any calls you have missed.

After wake-up, the screen will typically look like this:

The IP number of your system is the dial-in number of your system.

Date and time of day.

Softkeys (described on the following pages).

Should the system fail to respond to the remote control or to incoming calls, make sure that:

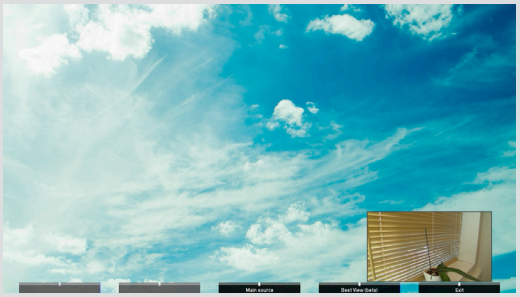
- The system is connected to line voltage
- The remote control has working batteries
- The internal cables, such as the monitor cable and/or the camera [illegible]allation sheet.

The TRC5 remote control

The FUNCTION keys in the upper part of the remote control reflects the softkeys on screen...

... and the middle part of the remote control is used to handle the video part of the call

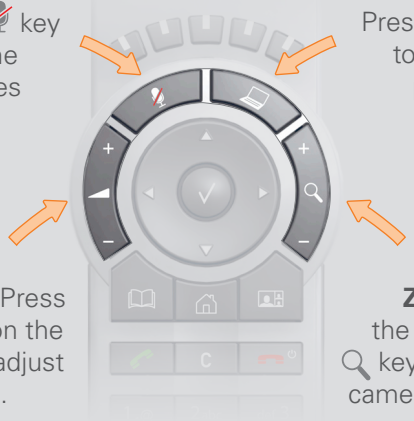
... while the lower part of the remote control resembles very much the keypad of a cell phone.



FUNCTION KEYS: Each key reflects a soft key on screen and represents shortcuts and advanced functions.

MICROPHONE: Press the key to toggle the microphones on/off.

PRESENTATION: Press the key to show/hide a presentation.

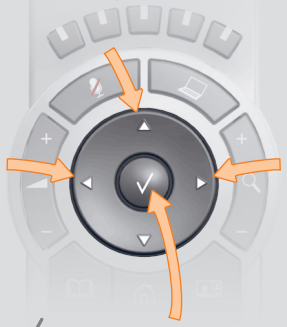


VOLUME: Press the + or – on the key to adjust the volume.

ZOOM: Press the + or – on the key to zoom the camera in and out.

ARROW UP/DOWN: Use the ▲ and ▼ arrow keys to navigate in the menu and to move the camera (pan, tilt) when the menu on screen is not displayed.

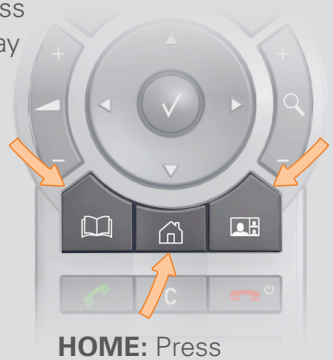
ARROW LEFT: Press the ◀ arrow key to go one step back in the menu or to move to the left in a text field.



ARROW RIGHT: Press the ▶ arrow key to expand the selected menu item or to move to the right in a text field.

OK/SELECT: Press the ✓ key to confirm your choice or selection.

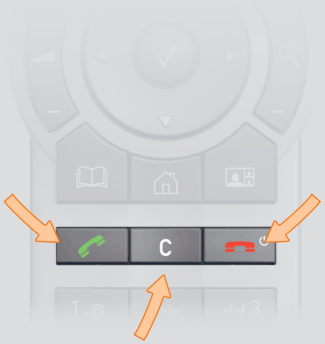
PHONE BOOK: Press the key to display the phone book.



LAYOUT: Press the key to display the Layout menu, then select a view in the menu.

HOME: Press the key to go back to the **Home** menu.

CALL: Press the key to display the **Recent Calls** menu. Select one or more contacts and press the key to initiate the call.



END CALL / STANDBY: Press the key to end a call or—when idle—to go into standby mode.

CLEAR: Press the C key to remove characters in a text field.

Alphanumeric keypad: Use the keypad in the same way as you would use a cell phone.

0-9, a-z, period (.), @, space, *: Press a key repeatedly to toggle between the options displayed on each key.

abc/123 #: Press the # key to toggle between lower case characters and numbers.

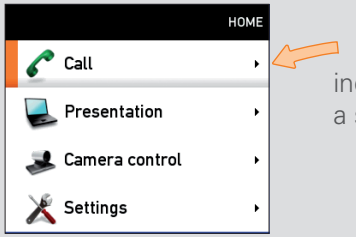
Navigating in the menus

Your TANDBERG Profile is operated by means of the remote control. All you need to know to get started are a few basic navigation principles.

- Press the HOME key (⌂) to show the HOME menu.
- The ARROW keys in the center of the upper part of the remote control are used to navigate in the menus.
- When the system shows the HOME menu only, pressing HOME key (⌂) will hide the menu. To bring it back, press the HOME key (⌂) again.
- In an input field pressing CANCEL will delete characters/numbers to the left of the cursor position.

Press the ⌂ key to produce the HOME menu on the screen.

The element currently selected is indicated by an orange rectangle. Use the vertical ARROW keys to navigate up and down in a menu.

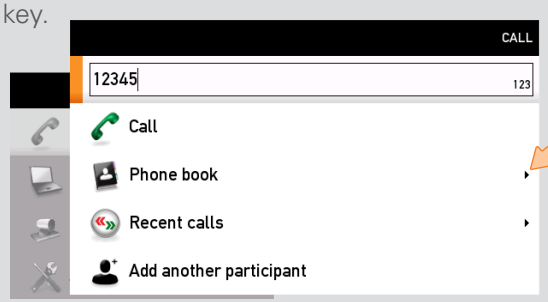


The little triangle indicates that a submenu is available.

If there is no menu shown...

Wake up the system by lifting the remote control and press the ⌂ key to produce the HOME menu.

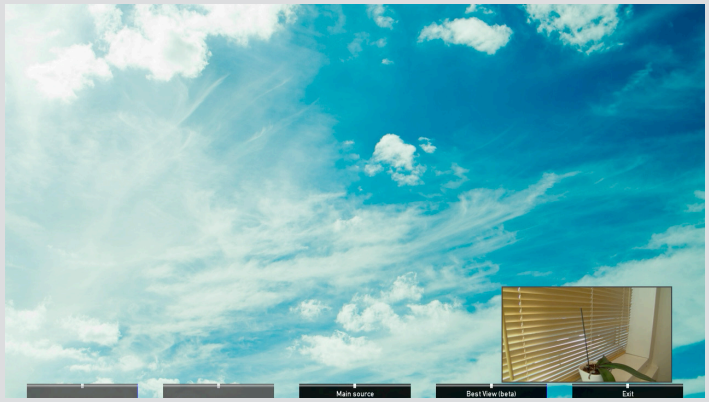
Example showing a submenu produced by pressing the right ARROW key.



The little triangle indicates that there are further submenus available. Use the right ARROW key or ✓ to show this submenu.

Use the LEFT ARROW key to collapse the menu expansion, i.e. to go back one level.

Use the HOME key (⌂) to exit all menus and return to showing the HOME menu only.



Softkeys not used in a given context are shown ghosted.

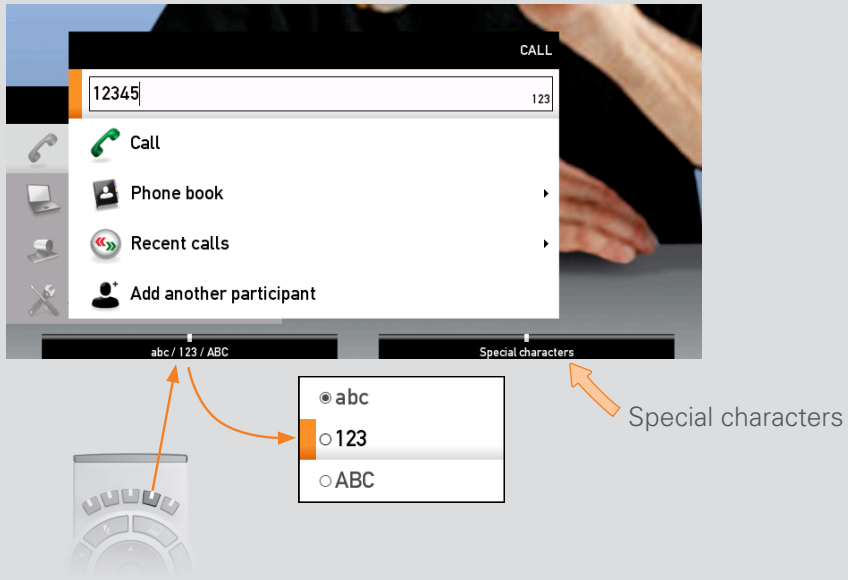
Context sensitive softkeys corresponding to the function keys of the remote control.

Entering text in text fields

Some menu fields expect text information to be entered. Apart from the need to enter the number or identity of the person you want to call, you will also—among other things—need this ability to search and maintain your list of contacts in the phone book.

What happens when you press a number key?

- Pressing a number key outside calls will cause the CALL menu to be shown.
- When the cursor is positioned inside an entry field expecting text entries, the system automatically switches to text mode (**ABC**). Entering letters is similar to as on a cell phone—see right.
- When the cursor is positioned inside an entry field requiring number entries, the system automatically switches to number mode (**123**) allowing numbers to be dialed with the number keys as usual.



Using the number keys in text fields

Whenever text entries are expected by the system, a small **abc** or **ABC** appears in the right lower corner of the entry field. For entry fields expecting numbers, **123** will appear instead. In text mode, entries from the number keys are automatically interpreted as text entries in the same way as on a cell phone.

Guidelines:

- Press the key that corresponds to the required letter as many times as needed to produce that letter
- Switch between lower case (**abc**) and upper case (**ABC**) letters with the **# a/A** key
- Switch between text mode (**abc**) and number mode (**123**) by keeping the **# abc/123** key depressed for more than a second
- To insert space, press the **0** _ key
- To insert the @ sign, press the **1**-key twice, while the keypad is in text mode
- To insert the **.** sign, press the ***** **.**-key once, while the keypad is in number mode
- To write digits and numbers in a text input field, repeatedly press the corresponding key until the digit appears.
- To erase erroneous inputs, use the **C** key.

Special characters

Sometimes you will need to make use of special characters, e.g. when entering names in **My contacts**.

Whenever it is likely that special characters are needed, the softkey SPECIAL CHARACTERS (see the left Fig.) giving you access to the special characters menu will be displayed.

+	,	/	\	?	(	)	&	#
[	]	!	$	'	*	~	à	á
ä	â	ã	å	æ	ç	è	é	ë
ê	ì	í	ï	î	ñ	ò	ó	ö
ô	õ	ø	ß	ù	ú	ü	û	ÿ

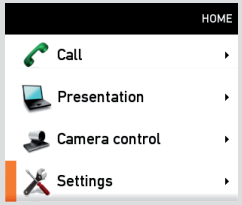
Screen layout

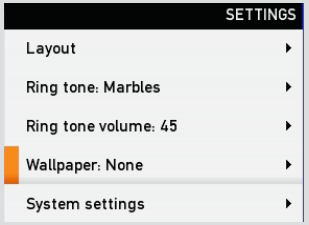
The layout of the screen can be changed as shown to the right.

- To produce display options screen, press the LAYOUT ( ) key
- Use the ARROW keys to move between the alternatives and use ✓ to select the alternative you want to use
- Note that you may, or may not, include selfview (i.e. the outgoing video signal from your own system)
- You set whether to include selfview or not by means of the left-most softkey.

Tip: Adding wallpaper to your screen

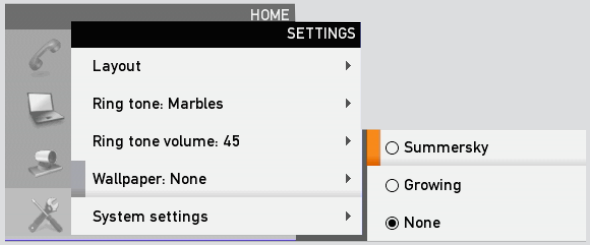
In the HOME menu, navigate down to **Settings** and press the ✓ key.





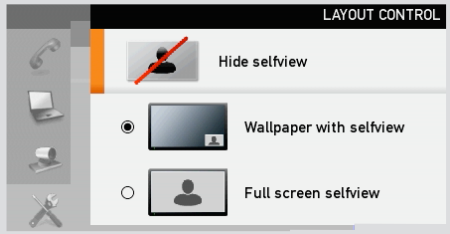
In the SETTINGS submenu navigate down to Wallpaper. Press ✓ again.

Select between the options available and press the ✓ key to leave the menu putting your choice into effect.



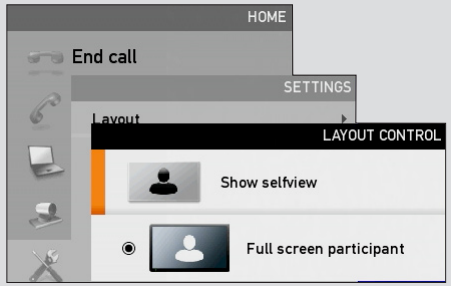
Layout control outside a call is limited to the choice between showing selfview and showing a wallpaper...

However, if you already have activated the selfview, the menu will give you these options when you enter the menu again.

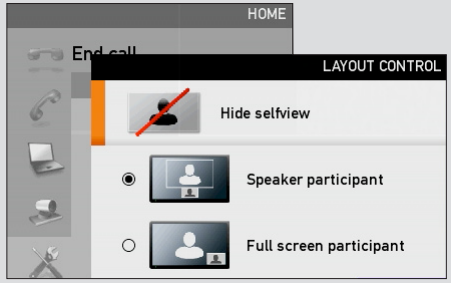


Layout control used during a call gives you the possibility to include selfview...

Layout control when in a call provides the choice of showing selfview or full screen participant...



However, if you already have activated the selfview, you may select where the selfview should appear in the image when you enter the menu again.



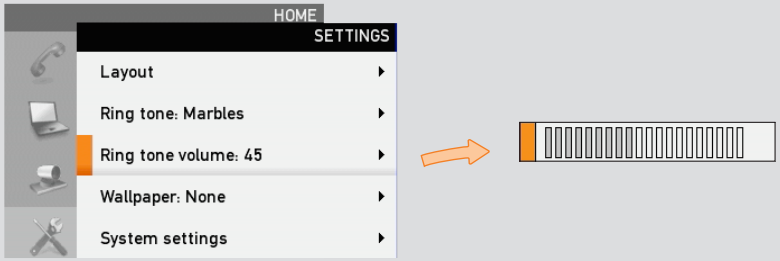
Setting the ring tone volume

The system lets you set the ring tone volume.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Ring tone volume** and press the ✓ key again. Use the LEFT and RIGHT arrow keys to set the volume.

Press the ✓ key to exit the menu putting changes into effect or the LEFT ARROW key to leave the menu going one step back.



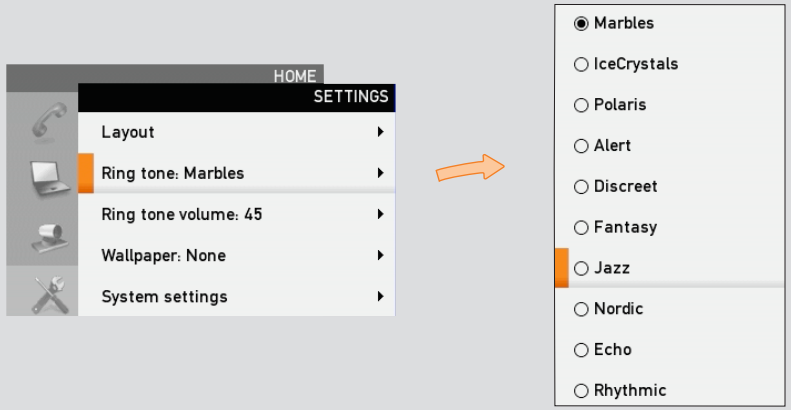
Selecting ring tone

The system lets you choose between a multitude of ring tones and the ring tone volume.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Ring tones** and press the ✓ key again. Use the UP and DOWN arrow keys to move about the ring tones. Each ring tone will be played as you position the cursor at it.

Press the ✓ key to exit the menu putting changes into effect or the LEFT ARROW key to leave the menu going one step back.



Choosing image source—camera or PC

The system lets you choose between sending out the image as viewed by the camera image or the image as shown on your PC screen.

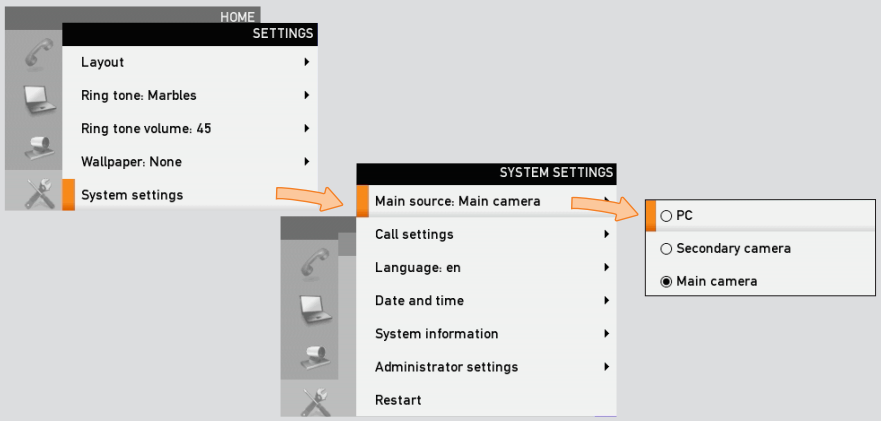
You may also set the system to send out the image as captured by a secondary camera whenever you have two cameras connected.

The latter feature may come in handy if someone uses a whiteboard located elsewhere in the room for a presentation.

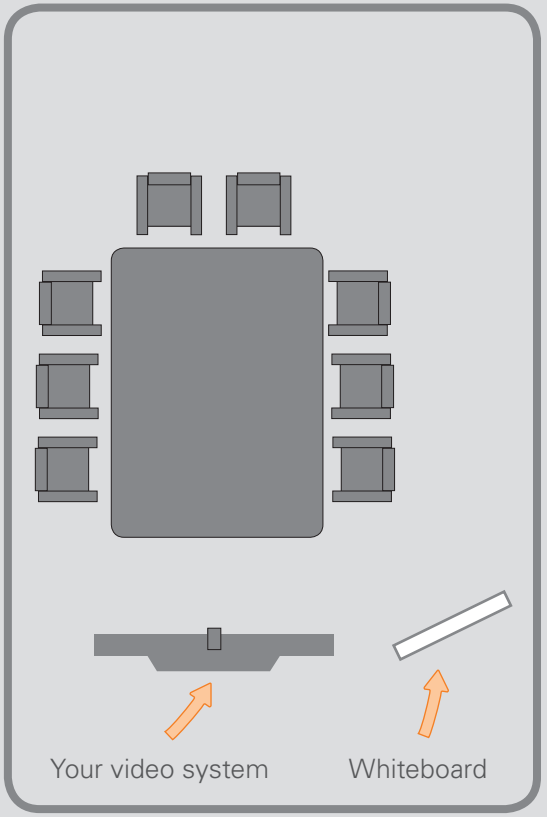
Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **System settings,** press the ✓ key, navigate to **Main source** and press the ✓ key again. Use the UP and DOWN arrow keys to select.

Press the ✓ key to exit the menu putting changes into effect or the LEFT ARROW key to leave the menu going one step back.



In configurations like this you may want to use a secondary camera to be able to cover any presentation made using the whiteboard.



Setting Autoanswer to On or Off

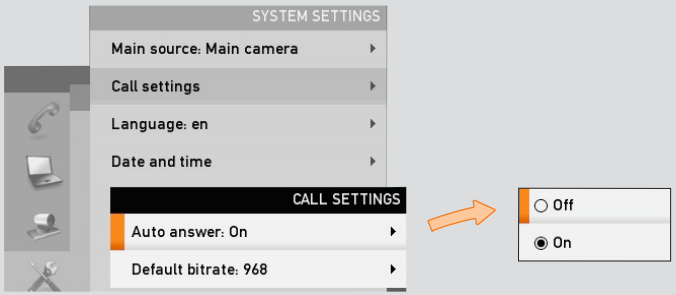
You may specify whether the system shall answer incoming calls automatically or not. When set to Off all incoming calls must be answered manually.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Call settings** followed by **Autoanswer** and press the ✓ key again. Use the UP and DOWN arrow keys to select.

Press the ✓ key to exit the menu putting changes into effect or the LEFT ARROW key to leave the menu going one step back.

Setting the **Autoanswer** to On or Off:



Setting the Default bitrate

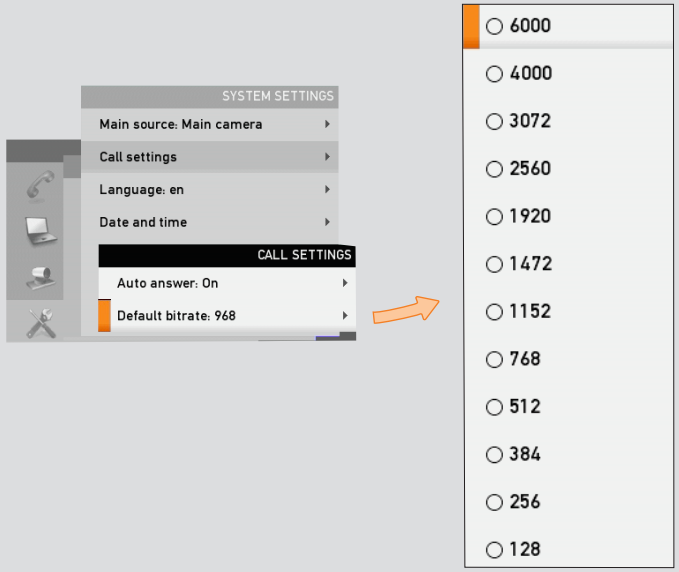
You may specify the default bitrate to be used in calls.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Call settings** followed by **Default bitrate** and press the ✓ key again. Use the UP and DOWN arrow keys to select the setting.

Press the ✓ key to exit the menu putting changes into effect or the LEFT ARROW key to leave the menu going one step back.

Selecting the **Default bitrate**:



All settings are in kbps.

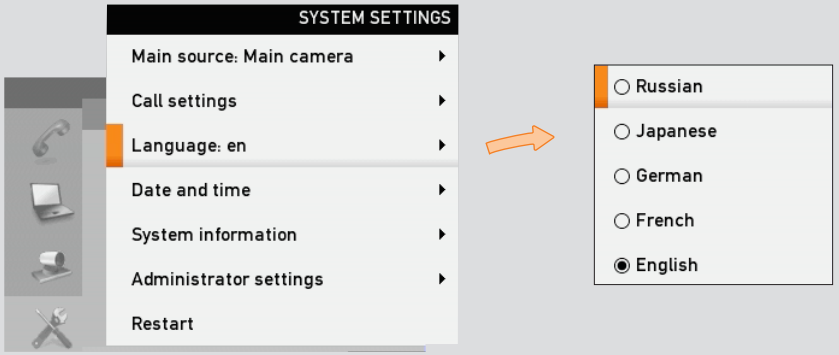
Language settings

This will allow you to specify the On-Screen Display (OSD) language. The following languages are supported: Russian, Japanese, German, French, and English.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Language** and press the ✓ key again. Use the UP and DOWN arrow keys to select.

Press the ✓ key to exit the menu putting changes into effect or the LEFT ARROW key to leave the menu going one step back.



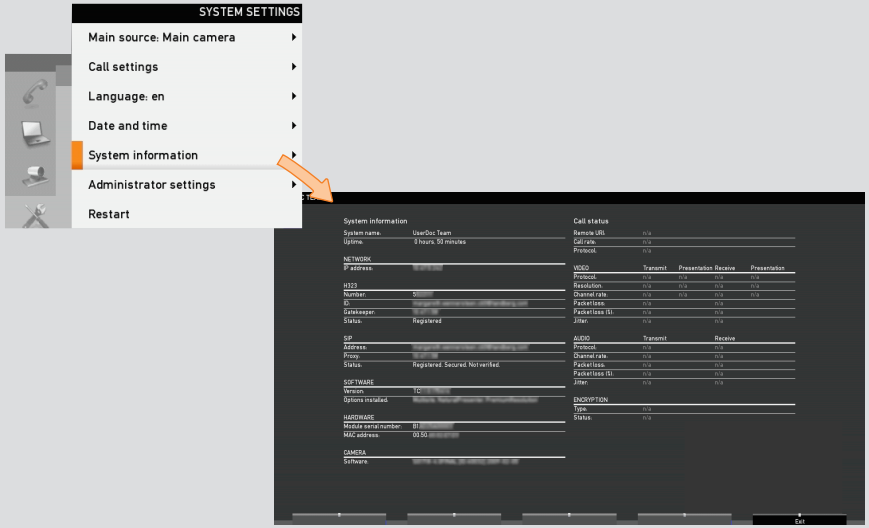
System information

The System information display will provide you with information on the system, including URI, network addresses, any gatekeepers involved, HW serial numbers, SW versions etc. Whenever in a call, vital call status information is displayed as well.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **System information** and press the ✓ key again. Use the UP and DOWN arrow keys to select.

Press the ✓ key to exit the menu putting changes into effect or the LEFT ARROW key to leave the menu going one step back.

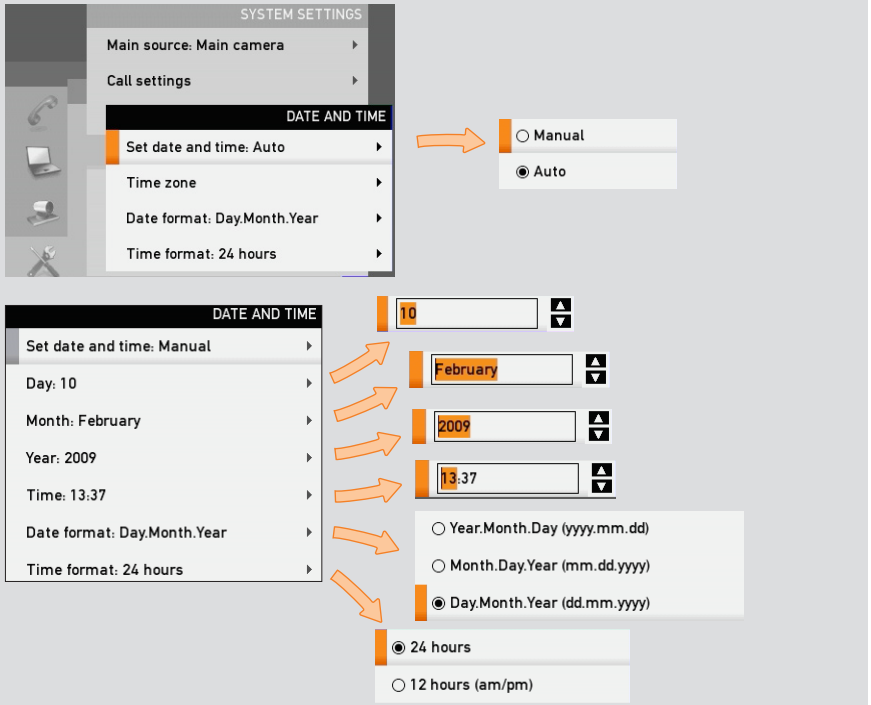


Setting date and time manually

You may specify date and time zone settings along with date and time format and the date and time of day itself.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key. Then navigate to **Date and time** and press the ✓ key.

Use ARROW keys and the ✓ key in the usual manner to set everything as required.

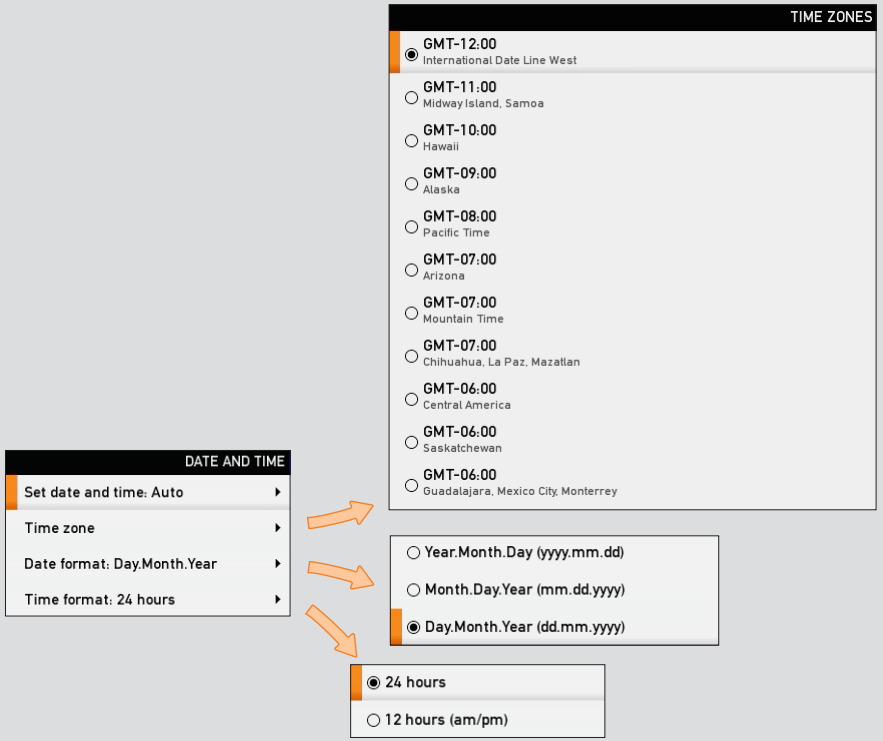


Setting date and time automatically

You may have the date and time of day set automatically. However, you must still specify time and date formats along with the time zone.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key. Then navigate to **Date and time** and press the ✓ key.

Use ARROW keys and the ✓ key in the usual manner to set everything as required.

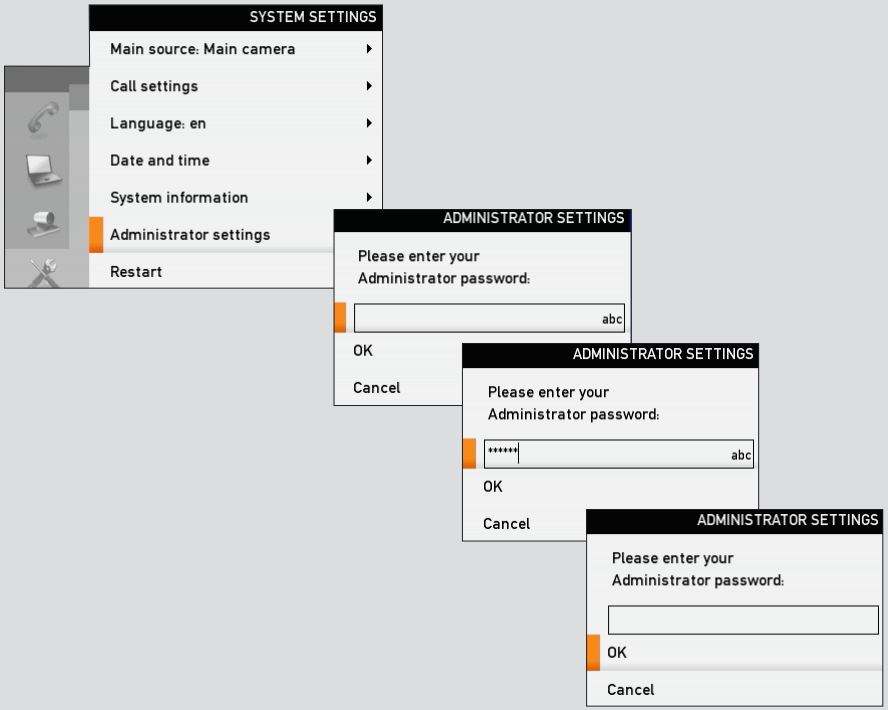


Entering the Administrator settings

Your video system has a separate set of Administrator settings intended to be used by system administrators only. These settings are protected by a password.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key. Then navigate to **Administrator settings** and press the ✓ key.

Key in the password and use ARROW keys and the ✓ key in the usual manner to make your selection.

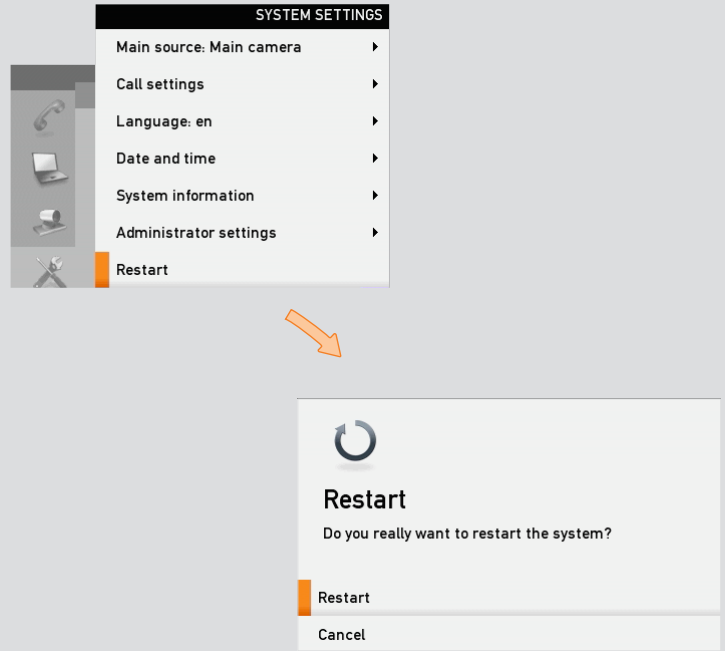


Restarting the system

Some changes in the system settings, network settings and the infrastructure configurations may call for a system restart.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key. Then navigate to **Restart** and press the ✓ key.

Use ARROW keys and the ✓ key in the usual manner to make your selection.



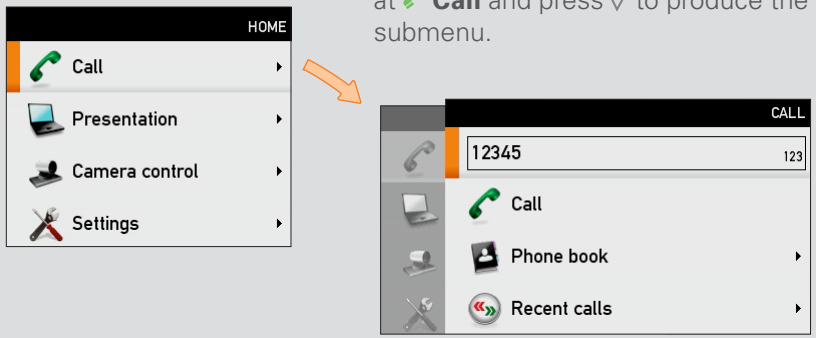
Chapter 2

Making calls

Making calls by dialing the number

Observe that the term "number" has a wide definition here; you may use the procedure outlined on this page to call people by their alphanumeric address as well, for example:

"alice.wonderland@mycompany.com"



Press the ⌂ key to produce the CALL menu, if needed. Position the cursor at **Call** and press ✓ to produce the submenu.

Key in the "number" to call. If needed, switch to alphanumeric setting by means of the **abc/123/ABC** softkey.

Press the softkey **Special characters** to access non-standard characters, if needed. See ▶**Special characters** on page 8 for more on this.

Press ✓ followed by 📞 or, press ✓ twice to start calling.

When someone is calling

Respond to an incoming call by pressing the 📞 key on the remote control to *accept* it, or press the ⏻ key to *reject* it.

Press the 📞 key on the remote control to answer an incoming call

Press the ⏻ key on the remote control to reject an incoming call

Terminating an ongoing call

Terminating an ongoing call is similar to terminating calls on a cell phone—just press the ⏻ key on the remote control.

Press the ⏻ key on the remote control to terminate an ongoing call

Making calls using phone book

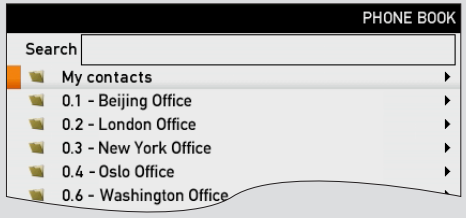
Making use of the phone book is time saving and prevents you from inadvertently calling the wrong number.

The entries, often referred to as *contacts*, are sorted alphabetically.

Method 1:

Press the **Phone book** key…

… to show the PHONE BOOK.

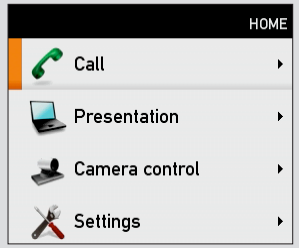


If you know your way, navigate down to the folder required and press ✓ to produce the contents of that folder. Use the ARROW keys to locate whom to call and press to place the call.

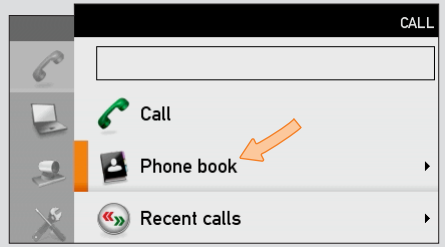
Alternatively, you may search for an entry in the phone book. This is described in the section ***Phone book usage***.

Method 2:

Press the ⌂ key to produce the **CALL** menu, if needed. Position the cursor at **Call** and press ✓ to produce the submenu…

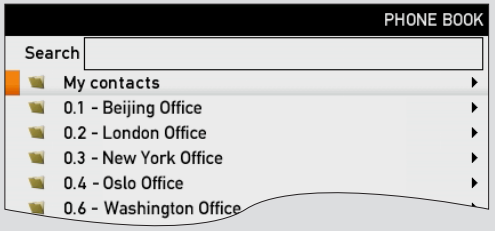


…then navigate down to **Phone book** and press ✓ to display the phone book.



If you know your way, navigate down to the folder required and press ✓ to produce the contents of that folder. Use the ARROW keys to locate whom to call and press to place the call.

Alternatively, you may search for an entry in the phone book. This is described in the section *Phone book usage*.

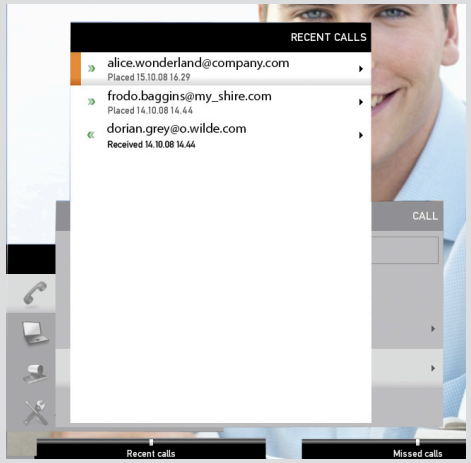


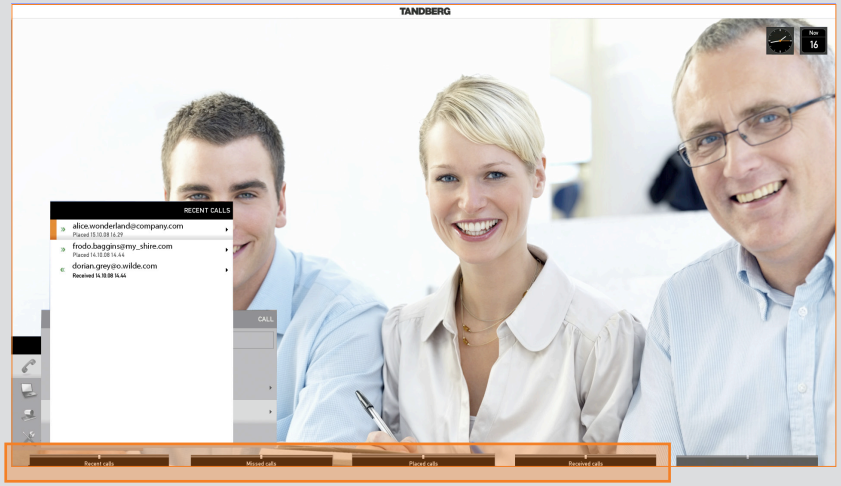
Making calls using the recent calls list

If you have called somebody, or somebody has called you, this will be listed in the list of recent calls.

To gain access to the RECENT CALLS list, just press the key on the remote control.

You may also copy entries in the recent calls list to your phone book—see *Using the phone book* for details.





Select what type of recent calls to show; All recent calls, just the missed calls, just the placed calls or just the received calls, by means of the softkeys.

The icons used

The icon » is used to denote calls made by you.

The icon « is used to denote calls received.

The icon « is used to denote missed calls.

Chapter 3

Phone book usage

Basic phone book features

Your TANDBERG Profile contains a phone book functionality, which is very similar to what you find in a mobile phone.

It contains a section in which you can add your own list of contacts, and most corporate solutions will also include a corporate phone list.

This latter list is normally installed and maintained from remote by your system administrator through a management system like the TANDBERG Management Suite (TMS), which is available separately.

You cannot edit the corporate list yourself, but you may add entries to **My Contacts**. These may be edited *ad libitum*.

Navigating in the phone book

- Basic navigation in the phone book is done in the usual way.
- When positioned at a line with a small folder icon in front, press the right ARROW key to produce the contents of this folder. Repeat, if needed, if there are more levels.
- Whenever you are at a lower level, use the left ARROW key to move one level back.

Calling an entry in the phone book

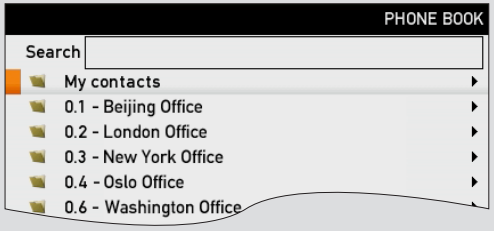
Once an entry is located, just press the key to place the call.

Need to search for an entry in the phone book? See *Searching in the phone book* on the next page.

Opening the phone book:

Press the PHONE BOOK key…

This will cause the PHONE BOOK menu to open…



The phone book typically contains your own **My contacts** and a corporate phone book.

In **My contacts** you may enter your own contacts.

Searching in the phone book

While the **My contacts** may contain up to 200 entries, the entire phone book (which may include server based corporate directories) can be virtually unlimited in size. Consequently, using the arrow keys as the only navigation device can easily become a cumbersome task. What to do?

Enter *Quick Search by Letters*. Whenever you are inside the phone book navigating in the list of entries, the numerical keypad automatically switches from **123** mode to **ABC** mode. To locate a specific entry, just type in the first letter as with a cell phone. The system will then display all matches. Add more letters to refine your search. The search will be done within the folder your cursor at present is located and inside any subfolders within this folder.

Entering text in the search field

Example: How do I write **Alice 123** in the **Search** input field in the phone book?

Do as follows:

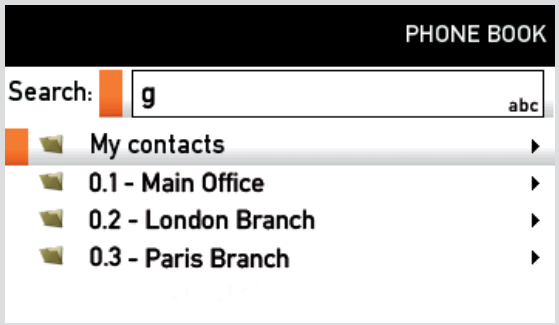
1. Press the **2**-key once to get an **A**
2. Press the **#**-key once to switch between upper and lower case letters
3. Press the **5**-key three times to get an **l**
4. Press the **4**-key three times to get an **ı**
5. Press the **2**-key three times to get a **c**
6. Press the **3**-key twice to get an **e**
7. Press the **0**-key once to get **space**
8. Press the **1**-key three times to get a **1**
9. Press the **2**-key four times to get a **2**
10. Press the **3**-key four times to get a **3**.

Quick search by letters

To search for an entry in the phone book, navigate to where you assume the entry resides. Any search will be done within the folder your cursor at present is located and inside any subfolders within this folder.

If in doubt, remain at the top level (called *root* in computer terminology) and do your search from there.

Just type the letter (or switch to **123** mode by pressing the **#** key to key in digits) and the **Search** field will be activated immediately. The phone book will then look something like this:



The search will begin immediately. Add more letters to narrow and refine your search.

Example: Keying in **da**, will return entries like **Da**ve Olson and **Da**vid Jones, but also John **Da**hl and Vittorio **Da**lmazzino. There is no case sensitivity here.

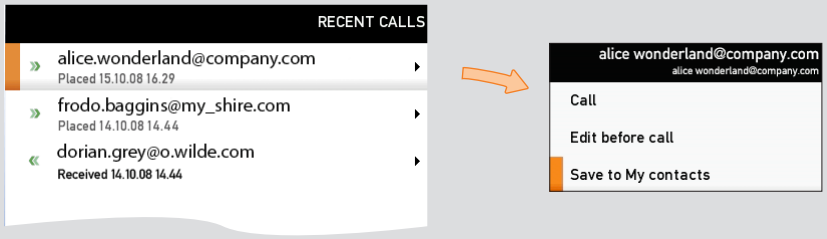
How to open the phone book is described *Basic phone book* features, which can be found on the previous page.

Adding new contacts to the phone book

New contacts can be added to **My contacts** only. Other entries must be entered by you system administrator.

Adding an entry from recent calls or the phone book

While you are inside the phone book or the list of recent calls, navigate to the entry you would like to copy to My contacts and press the ✓ key or the RIGHT ARROW key to show the OPTIONS menu:



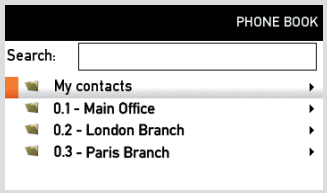
Navigate down to **Save to my contacts** and press the ✓ key to open the EDIT dialog box. This is similar to when entering a new contact manually (see right for details), but in this case the name and "number" of the copied contact has been filled in already by the system. If you want to edit the information entered you may do so. Remember to save before leaving the menu.

How to open the phone book is described *Basic phone book* features, which can be found two pages back.

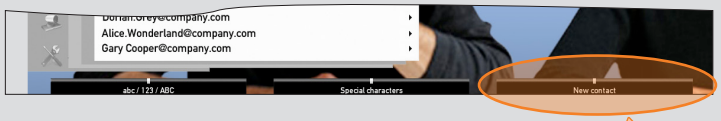
Adding an entry manually to My contacts:

Open the phone book by pressing the key on the remote control.

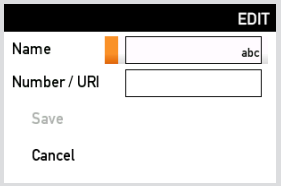
Navigate to **My contacts**:



Press the ✓ key to show the contents of **My contacts**. A softkey named **New contact** will now appear along the bottom line of the display:



Press the corresponding FUNCTION key on the remote control to enter the **Edit** dialog box.



Enter name and "number" of the new contact. After you have entered this information, the **Save** field will no longer appear ghosted and you may navigate down to this field and press the ✓ key to save your new entry.

Alternatively, navigate down to **Cancel** and press the ✓ key to exit the dialog box without saving the new entry.

Editing existing entries in the phone book

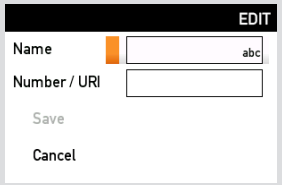
You may edit and delete entries in **My contacts** any time. Since updates in the corporate phone book(s) made by your system administrator will not affect **My contacts**, you may have to use this feature from time to time when corporate phone book changes are made.

Editing entries in the phone book

Open the phone book. Since entries in My contacts are the only ones that may be subject to editing, navigate to **My contacts** and press the ✓ key to open it.

Navigate to the entry to edit and press the ✓ key again. In the submenu that now appears, navigate to **Edit** and press the ✓ key to open for editing of the entry.

You will now see a dialog box similar to this:



in which the name and "number" of the entry selected for editing has already been inserted.

Edit as required and navigate down to **Save** and press the ✓ key to put the changes into effect.

Chapter 4

In-call features

BestView—Face recognition

The TANDBERG Profile is capable of doing face recognition.

The face recognition system aims to search for faces in order to optimize the picture frame, and is therefore called **BestView**. Once a face or group of faces has been detected camera zoom and camera angle will be changed accordingly to obtain an optimal representation on the screen.

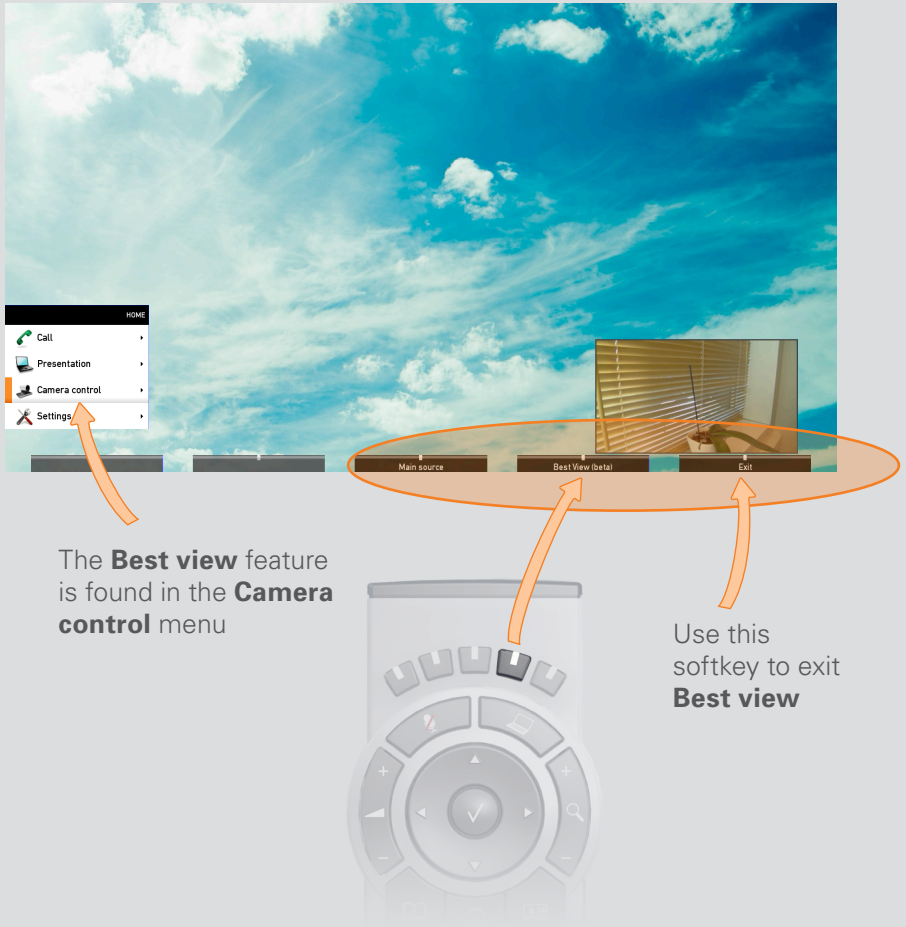
Kindly observe the following:

- The **Best view** feature is still a preview feature.
- The **Best view** optimization process may take up to 5 seconds.
- The detection of faces works better when people look towards the camera.
- The area from the eyebrows down to just below the lips should be uncovered.
- Beard is normally not a problem.

Using Best view

1. Press the key on the remote control to display the Layout menu. Select **Selfview** to be shown as required
2. Press the key on the remote control to display the Home menu and select **Camera control**
3. In the Camera control menu, locate the **Best view** button at the bottom of the screen
4. Press the corresponding **Function** key on the remote control to start the **Best view** optimization process. Look towards the camera for about five seconds
5. The system will now look for faces and adjust the zoom and camera angle to obtain a best fit.

Where to find it:



Running a presentation

The presentation functionality in the system enables you to show other available video sources in addition to your main camera.

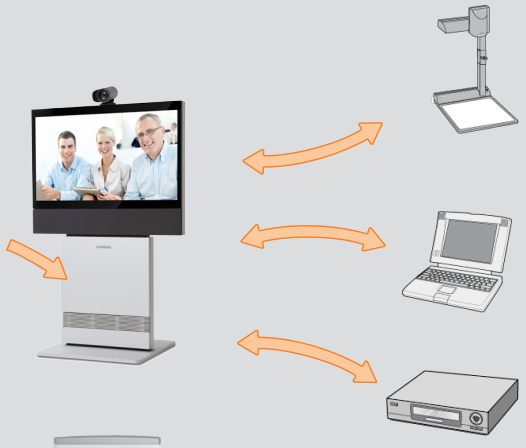
This is perfect for meetings where you would like to share a PowerPoint presentation, for example.

After you have connected your presentation source you may have to configure your source to make it supply a signal to your video system.

The ability to do such presentations requires the optional Natural Presenter Package. If in doubt consult your administrator.

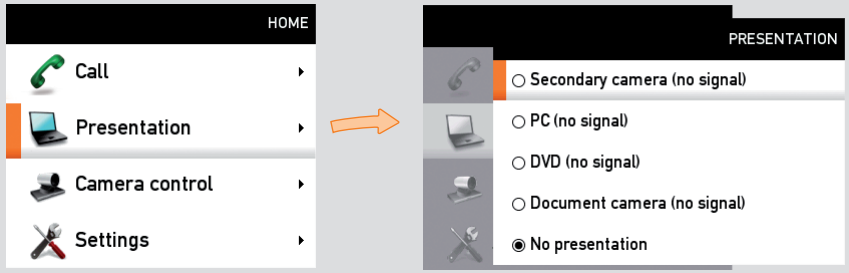
Do as follows:

Connect your presentation source(s) to the I/O panel on the codec, located in the base module.



Press the **Presentation mode** key on the remote control

To specify which source to serve for the presentation select it as shown here. Note that the name of each source can be changed, consult your administrator for details on this.



Chapter 5

Contact information

TANDBERG

U.S. HEADQUARTERS
TANDBERG
1212 Avenue of the Americas
24th Floor
New York, NY 10036
Telephone: +1 212 692 6500
Fax: +1 212 692 6501
Video: +1 212 692 6535
E-mail: tandberg@tandberg.com

EUROPEAN HEADQUARTERS
TANDBERG
Philip Pedersens vei 20
1366 Lysaker
Norway
Telephone: +47 67 125 125
Fax: +47 67 125 234
Video: +47 67 126 126
E-mail: tandberg@tandberg.com

Copyright © TANDBERG 2008. All rights reserved.

INTELLECTUAL PROPERTY RIGHTS

The TANDBERG Profile video endpoint covered by this User Guide is protected under copyright, patent, and other intellectual property rights of various jurisdictions. Any applicable software licenses and any limited warranty are located in the License Information section of the corresponding version of the TANDBERG Administrator Guide for this product.

TANDBERG
See: green